

CLAIMS:

1. A computer implemented method including:
 - receiving, by a health management system, patient health data in respect of a patient;
 - analysing, by the health management system, the patient health data to determine that engagement with a particular type of healthcare professional is required;
 - determining, by the health management system, a specific healthcare professional of the particular type;
 - causing, by the health management system, a healthcare professional engagement interface to be generated, the healthcare professional engagement interface including information indicating that engagement with the particular type of healthcare professional is required and a do not contact control;
 - in response to determining that the do not contact control is not activated, causing a patient contact reminder to be generated for the specific healthcare professional, the patient contact reminder being a reminder for the specific healthcare professional to contact the patient.
2. The computer implemented method of claim 1, wherein in response to determining that the do not contact control is activated, the health management system is configured to forego causing a patient contact reminder to be generated.
3. The computer implemented method of claim 1, wherein in response to determining that the do not contact control is activated, the method further includes:
 - determining, by the health care management system, if a patient contact reminder has already been caused to be generated; and
 - in response to determining that a patient contact reminder has already been caused to be generated, generating by the health care management system a cancel patient contact message and communicate the cancel patient contact message to the healthcare professional system.
4. The computer implemented method of any one of claims 1 to 3, wherein in response to determining that the do not contact control is activated, the method further includes generating, by the health care management system, a patient reminder and communicating the patient reminder to the patient at a predetermined time.
5. The computer implemented method of claim 4, wherein the patient reminder is communicated by the health care management system to the patient by email or SMS.

6. The computer implemented method of any one of claims 1 to 5, wherein the healthcare professional engagement interface further includes a change healthcare professional control, and wherein on detecting activation of the change healthcare professional control the method further includes:

determining, by the health care management system, an alternative healthcare professional suitable for the engagement; and

in response to determining that the do not contact control is not activated, causing a patient contact reminder to be generated for the alternative healthcare professional.

7. The computer implemented method of claim 6, wherein determining an alternative healthcare professional includes receiving, by the health care management system, information in respect of an alternative healthcare professional selected by the patient.

8. The computer implemented method of any one of claims 1 to 7, wherein causing a patient contact reminder to be generated includes causing a patient call item to be added to a call queue maintained by or on behalf of the healthcare professional.

9. The computer implemented method of any one of claims 1 to 7, wherein causing a patient contact reminder to be generated includes sending, by the health care management system, a calendar invitation to the healthcare professional.

10. The computer implemented method of any one of claims 1 to 7, wherein causing a patient contact reminder to be generated includes adding, by the health care management system, a calendar event directly into a calendar of the healthcare professional.

11. A computer implemented method including:

determining, by a health management system, that a patient requires a healthcare product;

determining, by the health management system, a specific provider for the healthcare product;

causing, by the health management system, a healthcare product order interface to be generated, the healthcare product order interface including information regarding the healthcare product and a do not order control;

in response to determining that the do not order control is not activated, generating a product order and communicating the product order to a provider system of the specific provider.

12. The computer implemented method of claim 11, where determining that the patient requires a healthcare product includes:

receiving, by the health management system, patient health data in respect of a patient; and

analysing, by the health management system, the patient health data to determine that the patient requires the healthcare product.

13. The computer implemented method of claim 11, where determining that the patient requires a healthcare product includes receiving, by the health management system, a communication from a healthcare professional system indicating that the patient requires the healthcare product.

14. The computer implemented method of any one of claims 11 to 13, wherein in response to determining that the do not order control is activated, the health management system is configured to forego generation of a product order and communication of the product order to the provider system.

15. The computer implemented method of any one of claims 11 to 13, wherein in response to determining that the do not order control is activated, the method further includes:

determining if a product order has already been generated and communicated to the provider system; and

in response to determining that a product has already been generated and communicated to the provider system, generating a cancel order message and communicating the cancel order message to the provider system.

16. The computer implemented method of any one of claims 11 to 15, wherein prior to generating and communicating the product order the method further includes:

determining if confirmation is required prior to ordering the healthcare product for the patient; and

in response to determining that confirmation is required, foregoing generation of the product order unless confirmation is obtained.

17. The computer implemented method of claim 16, wherein the healthcare product order interface further includes a change provider control, and wherein on detecting activation of the change provider control the method further includes:

determining an alternative provider; and

in response to determining that the do not order control is not activated, generating a product order and communicating the product order to a provider system of the alternative provider.

18. The computer implemented method of claim 17, wherein determining an alternative provider includes receiving, by the health care management system, information in respect of an alternative provider selected by the patient.

19. A computer implemented method including:
- receiving, by a health management system, patient health data in respect of a patient;
 - analysing, by the health management system, the patient health data to determine that engagement with a particular type of healthcare professional is required;
 - determining, by the health management system, a specific healthcare professional of the particular type;
 - causing, by the health management system, a healthcare professional engagement interface to be generated, the healthcare professional engagement interface including information indicating that engagement with the particular type of healthcare professional is required and one or more contact controls;
 - in response to determining that none of the one or more contact controls is activated, generating, by the health care management system, a first patient reminder and communicating the first patient reminder to the patient at a first predetermined time.
20. The computer implemented method of claim 19, wherein the method further comprises:
- determining, at a second predetermined time, that the patient has not contacted a healthcare professional and, in response, generating a second patient reminder and communicating the second patient reminder to the patient.
21. The computer implemented method of claim 20, wherein the first and second patient reminders are sent through multiple communication channels.
22. The computer implemented method of any one of claims 19 to 21, wherein:
- The one or more contact controls include one or more of: a queue patient call control, a contact now control; and a make appointment control.
23. A system including:
- one or more processors;
 - one or more non-transitory computer-readable storage media storing sequences of instructions which, when executed by the one or more processors, cause the one or more processors to perform a method according to any one of claims 1 to 22.
24. Non-transitory computer-readable storage media storing sequences of instructions which, when executed by a computer processing unit, cause the computer processing unit to perform a method according to any one of claims 1 to 22.